



ANDERSON BRULÉ ARCHITECTS

SUNNYVALE LIBRARY OF THE FUTURE

Community Forum “Where Are We Now and Where Do We Go From Here?”

MEETING DATE: September 20, 2006
MEETING TIME: 5:30 p.m. Dinner
6:00 to 8:15 p.m. Meeting
LOCATION: Sunnyvale Library, Program Room
665 W. Olive Avenue

REGARDING: Meeting Agenda
ABA PROJECT #: 06.0707.0

ATTENDEES: 108 participants

CONTEXT: Please join us at this special community forum where we hope to further define your needs for library services, collections and programs. After this forum, we can begin the process of evaluating our options to achieve Sunnyvale's Library of the Future.

INTENDED RESULTS:

- we learn about the community's library service needs from multiple perspectives
- content that informs the planning of Sunnyvale's Library of the Future

AGENDA ITEMS

I. Introduction / Agenda Review

- A. Opening CommentsDeborah Barrow
 - 1. Planning Process Overview
 - 2. History of Library Planning in Sunnyvale
- B. Agenda Review..... Sam McBane Mulford
 - 1. Envisioning the Library of the Future
 - a) Introduced website – this will be active as of tomorrow:
LibraryoftheFuture.inSunnyvale.com
 - 2. Process Review:
 - a) Needs Assessment (What)
 - b) Plan of Service (How)
 - c) Building Program (Where)
 - d) Existing Facility Assessment
 - e) Facility Scenarios
 - f) Strategic Facility Options and Preferred Direction
 - g) Library of the Future Study and Strategy
 - h) Questions:
 - Are we going to address what goes on in the Library or just talk about the structure? We'll be focusing on the services and the expectations of the community as well as the types of spaces.
 - Do we have a forecast of the future of the population of Sunnyvale? We are taking a holistic approach and are working with the city to understand the population as well as the City's general plan
 - Define what is meant by “thriving and vibrant”? We think of the library as a hub for the community – it is not necessarily noisy or a place you wouldn't want to be – it is a hub of activity that is a center of the community and has activity all the time – it is important to the community
 - When is all this work going to happen? The council will have to answer that question – we will bring forward options and implications (cost/schedule/budget) to

Strategies, Architecture & Interiors

the council and then they can make informed decisions on when and how to move forward.

3. What We Have Heard Thus Far from Sunnyvale
 - a) This is a thriving, vibrant library and is an asset to the community
 - b) Convenient, Current, Relevant and Accessible Information in Multiple Formats
 - c) Technologically, the library needs to be Up-to-Date
 - d) It is a Community Destination for Learning, Enrichment and Interaction
 - e) Library should be Clean, Comfortable and Flexible
 - f) There needs to be a Diversity in Spaces and Uses
 - g) Integration of wireless is also important – there are some barriers to distributing these services (existing building – brick)

II. Changing Face of Libraries – Reinvention and Transformation

- A. The “Traditional Library”
 1. Comparison to yesterday’s library
 - a) “shhh...”
 - b) Stacks and stacks of books
 2. These are still important in libraries, but not throughout all spaces
- B. Where Libraries are Going
 1. Visual of the atrium space at Martin Luther King Library in downtown San Jose as example
- C. Future thoughts
 1. Consumer expectations – we are a consumer nation, and we have certain expectations for the library – functions as a bookstore more than just a library
 2. Diversity! The library should serve a diversity of both people and their needs within its function.
 3. Information / Technology / Lifelong Learning
 4. Center of Community - This is a place that should provide services for the community

III. Envisioning our Future

- A. Think, Pair and Share Exercise
 1. Answer the question that corresponds to the colored card handed to you:
 - a) What excites you about the library in Sunnyvale? What concerns you?
 - b) What should library service look like in the City of Sunnyvale today? In 10 years?
 - c) How would you describe your ideal visit to the library in Sunnyvale 10 years from now?
 2. Pair with a neighbor holding the same color card and discuss your answers
- B. Share your answers with the larger group – verbal conversations (letter indicates question):
 1. C: There would be electronic LED signage at the entry to let people know what it is and draw people to it; there would be books on tape where voices would read stories with you, and have special sounds for turning the pages – sounds that are age appropriate; if books were not in library, you could order it, and there would be scanning machines for newspapers and other media; of course would need up-to-date technology and keep the self-checkout system.
 2. A: Enjoy participatory activity groups – book discussions, Shakespeare read-along, author talks, performances, etc.); impressed with friendly, helpful librarians; there is a good selection of new books – they stay on top of it; parking is very good; good staffing on the checkout; self-checkout is helpful; concerns are that budget cuts would affect number of activities; there are not enough activities for teens/other demographics; if the library got bigger (for example, building a second story), it could feel less friendly, more institutional and more impersonal; might work better to have 1-2 branches instead; want to keep personal feeling, friendly and intimate
 3. C: Keep the library open every night until 10pm and make it a larger library to accommodate the growing community; provide multiple formats of information and presentation – books, magazines, databases, newspapers, etc. – there are concerns that cutbacks could cut out these; the library should service all races, creeds and colors; the keyboards should be cleaned/disinfected once per day; cater to the young – they are the future of our country; have more well-trained, well-paid reference librarians available; provide quiet spaces apart from teen and children’s areas; provide more modern bathroom facilities
 4. B: librarians tend to go for quick answers, directly off of the internet; people can do this on their own; reference help has a lack of structure, and they don’t know how to use the older

- resources – they are too dependent on internet; interested in educating people on how to use the resources of the library and how to go online at home to use the resources; librarians need training on how to help people; need lots more computers for casual use; coffee house to act as a destination – this would encourage lingering; teens need to be better served in the library of the future – they need better spaces for themselves and better collections for teens; enhanced book clubs
5. B: better than Stanford library; download music and books; can sit and read in the lounge and study out in the exterior spaces outside the library; books and music and research material – could cooperate with the schools in Sunnyvale; computer plugs and WIFI; programs are the mainstay of the library – discussion groups, poetry, writing training, reviews of books; access to other libraries in the county, but also San Francisco for exchanges; services don't have to be done all in the main library, but could have other facilities for other services
 6. B: more self checkout – instant gratification; librarians checking out books – nice to talk to a person; better segue way from child – teens – adults; child's area, vibrant paint; teens – don't have to whisper all the time, and more relaxed environment; technology tutorials for all ages and experiences; study groups for different subjects, all levels; books on MP3 to get access to iPods
 7. No cards: teens are a large demographic; well lit and have large glass windows; computers are to be more modern; digital media should be updated (music and movies) – keep more current with the times; more seating – not always a lot of seats; café (Cupertino); online checkout – possible delivery to your house; intuitive searching features (WIKI); longer operating hours – 24 hours? – teens who procrastinate; each computer with a database – judging a book by its title is too difficult – want to preview to see if it is the type of book that you want.
 8. C: would like to see information about the environment or animal protection organized by topic, and also offer programs and discussions and have books to cover these areas; include graphic backgrounds for the different areas to identify; wants to see services and programs in the future that are focused on health and wellness and potentially other issues; sex education
 9. B: enjoys reading and wants to continue to have books available as well as the rest of the options; likes the idea of having a place for teens and young children; the library could coordinate services with the local schools; have materials available for the projects that students at school would need; wants a beautiful building with gardens that will be aesthetically pleasing; consider access to public transportation and bikeways; it needs to be a safe place for all hours; ideally would like a city center with the library located in it, with this as a smaller branch library; café with coffee; need to consider outreach services like bookmobile and SOS; needs to offer choices, but keep the personal touch; continue with programs such as the Opera, great authors, book clubs, etc; provide meeting spaces for clubs where people can congregate; provide an inviting and stimulating children's area that is kid-friendly; agrees with the Netflix model for checking out materials
 10. Agree with café as a "third space", similar to Starbucks, with fireplace, couches, places for games; entry accessible separate from the library so it can open earlier and stay open later; outdoor gardens are great, with wireless internet, with flowers and meditation feeling; better, prettier, more interactive webpage (animation, noises, loads faster); community rooms should be accessible after hours; computers to download media so that it can be taken home; allow people to watch DVDs – have sound cards for the computers; more outreach to Hispanic portion of community; more space for children's room; educational software; public webpage to have links to free software; RFI checkout – scanning of cards for radio frequency – could know where the books are at all times
 11. What will it look like in 10 years: interaction of people and technology; higher income bracket in this area – so most people can afford to do this at home; need more personal interaction – yoga classes, match.com, etc.; young generation needs a place to meet and socialize (home schoolers need to be able to connect to other kids their age); more advertisement of events, more flyers
 12. A: everybody wants utopia – there is no thought as to where the money will come from; the comments have been mostly about inclusion of an entertainment section, not educational materials; it sounds like people think of the library as a babysitter and a caterer; where does it end? This is a library, not a fun place (crowd clapped); the policies for checkout on the tapes and the CDs allow for too many items to be checked out at one time - items are laying idle in

- other people's houses while other people might want to use them; \$1 charge is nominal and would hurt no one – let's think about how to actually pay for the ideas; this is a library and not a social space; comment not verbalized, but included on card was that he comes to the library when he has a need for a specific item
13. C: She thinks the library IS a fun place and offers a lot to the community; enjoys now and wants the materials to continue to be easily accessible on the shelves; shared seating for parents and children, possibly at window seats, including large chairs paired with small chairs to have families sit together; in the future, the library will be more of taking the library to the community, not the other way around – expanded bookmobile services; librarians out in the community; neighborhoods could have things brought to them – would allow for shut-ins, etc. to have access; library is becoming more of a process than a place – more online interaction, such as skype discussions – library would get you into a discussion on a topic – allows for more information coordination; teens can access it without coming to the building itself, which would allow for integration with their studies in their own spaces; there is a need for more safe computing for children and teaching of how to safely use the computer; more resources online – scanning books and expensive or inaccessible research materials that can't be checked out – that they could be accessed at home; taking the library to the community – future concept – rather than having everyone come here; “have books, will travel”; noted by not verbalized was a suggestion to have full-service subscription to ancestry.com available for use online
 14. B: simple answer to a complex question: use the library in Santa Clara as a starting point; it is a two year old library, and they have done an outstanding job; many of the wish list items talked about tonight have been taken care of in this facility; a wish list needs to be affordable, because otherwise, things will stay the same
 15. A: first and foremost, she thanked everyone for their hard work; she has been a librarian and agrees that there are limitations to the services (costs); she is pleased with the diversity of materials but cautioned that the more you have, the more you need; she had concerns for library space and parking, and wants to insure that the library includes spaces that people can use; want more internet connected computers but again, the more you have, the more you need; the community needs to feel they can bring children and young people to have interaction, this is a place that needs to be a source of problem-solving, because people are getting too isolated from each other – need to learn from each other; go into schools and educate young people about the services available in the library
 16. C: a major concern is not addressing the children or the teenagers; technology needs – more computers; need better selection of books on CDs, educational materials; information center should contain both high and low tech
 17. A: need a special space to read with children, maybe on a soft carpet, not at a table, and to not be distracted by other children's noise; more computers for use (30 min. wait, 30 min. limit); have the library open on Friday evenings, and earlier than noon on Sundays; such outstanding programs – amazed at the offering; concern that the wireless doesn't work well, specifically in areas that are used for local college study groups; seminars and classes about genealogy; noted but not verbalized: would like to have a room with vending machines to sell snacks/sandwiches and chairs and a table to eat quickly to save time; it doesn't have to be a fancy café
 18. A: as a mom of 3 small kids, she noted that there is always something on the topic that they are looking for; there are lots of ways for information to be available; concerns are about kids' spaces – it is important to try and keep them away and allow them to be noisy – there isn't really a place for them to be loud now; there needs to be other activities to keep small children busy when they are too young to read; building now is not energy efficient; would like the new facility to be ecologically sustainable and environmentally friendly and efficient
 19. C: grew up with the Carnegie library system – main library was accessible through all of the branches throughout the city and the suburbs and users could request books and have them sent out and could return all books to any branch; this worked really well; there is a necessity to have very separated places for the children and the adults and in fact, special places for all age groups; this library is extremely noisy and hard to concentrate; separate use of computers and even when people are working on projects together – they need to be able to be louder; there needs to be both Macs and PCs, perhaps as a program with Apple, to allow for both types of users; library system for the entire Bay Area; foundation from local multi-millionaires to benefit

the library; extra software – this is lacking; not as much access for Word, etc.; more access to art resources; needs to be more accessibility to the librarians – it is hard to get someone to help you; the librarians seem overworked and so are less accessible; there needs to be more control over behavioral problems and rule breakers; noted but not verbalized: provide big steps or bean bags for children's area; increase para-professionals under librarian direction; more morning, afternoon and evening events for different ages, with seasonal themes – movies, readings or story-telling; more programs on different cultures, religions, etc.; advertise better for the programs of reading groups, etc., that already exist; provide downloadable documents for books and other resources that expires after a certain time frame; provide downloadable movies and music; provide different levels of membership and costs only for upper levels that are movies and commercial music

20. C: have taught in Sunnyvale for 35 years; see the library as the hub of the community; feel that the main library should be at the new Remington Center, which includes fine arts, and has lots of participation by young people, children and seniors; don't throw away what you have here; there are a lot of good things in this building; evaluate what you have each year; Saratoga doesn't own their library and they don't have control over their spaces; everything won't be done overnight; have pledges like the historical museum has done; request endowments from corporate sponsors
 21. C: want to walk into an environmentally green space; have both indoor and outdoor portions, include access to the local community garden that is a missed resource; designated story time area, with stage and puppet booth; no coffee services – spillage can be an issue for expensive/irreplaceable materials; allow room for expansion – don't want to have go through this same process in ten years again; need more physical resources, but also people resources; spend the money on the people – he is a city line employee, and gets paid more than most librarians
 22. No card: as a mother of three children, she thought there was a wonderful collection; the children's shelves are low and visible; there should be better access to topics of self-esteem or study subjects for classes to be able to research further – a resource for teachers; need better resources for card catalog; it is also not user friendly for younger children; it is nice to have access from home to be able to update renewals
 23. No card: reference section is great; library has a good collection of the best 100 movies per decade; provide more older music CDs and maybe a video collection; maintain last week of newspapers; community center could be the place that the entertainment occurs and have the longer hours – why would these things be done in the library?
 24. No card: need endowment fund for the library – sales tax revenue is not enough to fund the future for the library
 25. A: the library shouldn't expand – it is already too hard to find and get the book that you want; extend the central system for checkout services, not get more books; overdue books – makes it hard to deal with renewals; seeing rows and rows of books doesn't appeal; technology will be there in the future to allow for books and media to be on very small discs, not on shelves; more meeting spaces would be good, but the information will be much smaller in the future – don't want a million books; noted but not verbalized: wireless access is important; need easy access to public transportation; don't see the need for the paper books any more; combine school and public libraries – more efficient resource use
 26. No card: it is essential to have access to specialized resources for advanced research; have neighboring libraries cooperate to allow for this; have a guide to reliable resources on the internet available for users
 27. B (no card): most people get information of the world from newspapers/TV/radio; it is good that the library also offers this information that needs to be known by everyone
 28. B: have more clerks available – the lines are too long, especially on the weekends; have more self checkout; more reference librarians; need a wireless network; need quiet area desks and study rooms; should have college textbooks on reference for people who can't afford them; larger children's area; maintain cleaner facilities; provide services for after-school tutoring; should have a better security system; noted but not verbalized: should have a food/beverage place; have water available around the library
- C. Cards not read, but turned in at end of meeting:

1. A: provide newer materials – books, CDs, DVDs, tapes, magazines; too much noise (cell phones, etc.), parking is too hot in the summer; SOS space is insufficient; need more self-checkout machines; DVDs are damaged due to mishandling; no fee for books on hold
2. A: older woman: would like the checkout process to tell her if she had already checked out a book before, and how long ago, as a warning
3. A: excited by the sheer number of people using the library, and the variety of people, ages, occupations, ethnic background; excited by the extent of services and resources and the staff; concerned about the size – if it gets too small and crowded; the building is almost 40 years old and is physically wearing out; need study and meeting rooms; need a new sense of physical openness, light, glass, tie inside to outside
4. A: excited that the government realizes the need for a great library and that public input will result in a library that will keep up with the community need and the public's need for access to technology; concern that the final plan won't be adequate for the population it serves – too small and not enough computer access; books in electronic format would be good; better communication between schools and library; electronic resource sharing made easier for students; branch library on or near Kaiser Hospital
5. A: excited about online catalog, online renewal, lots of kids books, new release movies, collection of Spanish children's books, bilingual story time in summer; concerned about lack of reminders for returning materials; having city meetings only recorded on VHS, not online or on DVD; catalog is hard for children to use; weekend hours close too early; subject search is difficult (discontinued the binders in the children's area); don't get rid of old books
6. A: like the variety of material – CD's, tapes, etc.; like the talks and classes; excited by a library that was a model of sustainable building, where the building itself is educational; concerned that there needs to be longer hours; would like more space where kids could be noisy without disturbing others; if it is enlarged, it might be too big; needs to be aesthetically pleasing; needs reading garden space
7. A: excited by high level of use, but the whole community; librarians are responsive when materials are requested; catalog can be browsed over the internet; excellent central location for the community; concerned that the collection is too small; lack of meeting spaces; lack of usable wireless access; children's section is not inviting; design of facility has poor neighborhood integration; need more activity in front of the building; concern about how to integrate multimedia; it is not as inviting as a bookseller
8. A: excited by materials, books, CDs, DVDs; is a place that anyone can go, ask any questions; a place you can go any time; concern that the building is old
9. A: parking is good; material check and self check is quick, and there is adequate staff
10. A: library books get thrown out – they should be reused, recycled, donated, passed to other libraries, charities, kids, community, etc.
11. A: excited by free computer access; concern: no discipline for people who don't follow the rules
12. A: excited by the program room, the annual art show (Sunnyvale Art Club), and the presentations such as author events, historical group lectures; it is a well-used library; librarians are willing and able to help; concern that it is overcrowded most of the time
13. A: excited by the availability of books, magazines, newspapers, DVDs, internet to expand people's knowledge of subjects that interest them – travel, projects at home, child development; philosophy, psychology, religion, politics; concern that there is not enough time to read books in 3 weeks; concern that they may be overlooking sources that are available to them; the library should not be all things to all people
14. A: excited by high level of use – all portions of the community are represented; responsive to patron request for materials; web access from home is limited, and it doesn't help you find what you are looking for; concerns that it is difficult to find material, lack of meeting spaces, lack of wireless internet; children's area does not excite children; few areas for multimedia viewing without interrupting others; even though were centrally located, it's not integrated with the rest of the city (big parking lot); display children's art or that of local or national artists; size of collection doesn't fit the community
15. A: OED, online OED: book cleaning; old movies/classics; building is musty; use the Sunnyvale Community Center for some of the uses commented on

16. A: lots of people are present; concern that this project will flop like the downtown renovation and never be finished as long as the city council has control; there are not enough DVDs now that they can be checked out without cost; limit the number and go back to charging for their use, and then will have more money to buy more
17. A: excited about resources, computers everyone can use; there are lots of teenage books/music/CDs; many librarians to assist people; many resources that are available; concerns that it is crowded, can't talk, can't hold meetings; the alarm system doesn't work properly; no children section or teens; good stuff – there are a lot of people studying
18. A: excited that the community is doing something for the future; a sense of community; ability to walk in and easily access materials; nearby to parking; children's area and programs; adult and children's programs, cultural, science, etc.; concern that there is a need for a very large community room (it could be made to section off also)
19. A: excited by the fact that it is willing to change its direction, improve its current image and meet future needs to be inspirational for all ages; first impressions are important; very important to walk in and easily access materials; needs to be nearby to parking; allow for discussion groups; concern that it went through a period of turning a deaf ear to the community and want to avoid this again; want to keep the library alive and engaged to the needs of the patrons; what is necessary to have the library maintain a position of inspiration to the community; need large community room and small group spaces; website is available 24/7; no fees to raise money – this is not the purpose of library – should be free; needs to be more intergenerational programs; have more light and view to the outside; use of solar energy; docents to assist with new technology
20. B: need one of the better CD and DVD selection; better organization – no wasted space; better technology; improvement in children's department; improvement in children's department; need to improve teenage section; need small group meeting room for all users; concern: up-to-date technology; more computers needed; information center, low and high tech; books on CD
21. B: today – should be better organized, physically; plan for expansion, and better use the surrounding property; better technology – should be outstanding; provide outdoor areas; for the future: improve children's section – it's not easy to use; need section for teenagers and areas for groups of teens and adults; provide more computer stations, many more DVDs; music section is good; need more books on CD
22. B: internet access to bring in own computer; more program rooms for talks; more flexible space for programs; like the LINKS system – expand it; provide more computer access points; quiet areas, talking areas; more parking; bookmobile – who does it serve?; branch libraries?; would not like to see the library relocated
23. B: transportation access; today the library is nice, but lacks services to encourage young adult children use; hours on Fridays can be helpful if later (9:00 instead of 6:00); rather than investing \$ to enlarge, put \$ into ads online – flyers to invite to evening activities in recreation, with requirements of age and interest; not like Community Center and charges and styled like a class; in future, much more interaction is happening online; meeting with a group will still always be more committed than doing something online at home; more interaction, free classes for teens, with quality time and instructors; more community support groups for unmarried, same age group individuals or support group for home schoolers
24. B: today need more open network access; future – branch libraries or mini branches, similar to banks in grocery stores
25. B: private recording rooms, tape recorders; DVD screens; music instrument rooms; private study “nobody look room”
26. B: telecommunications, internet/computer, what's going on then should be state of the art; reference resources; seek endowment due to financial constraints and to get another source of funds beyond fees; plan for expansion, especially for computer area
27. B: daughter wants to have age group appropriate study area; more CDs, software for 8-10 year olds; reading club for 8-10 year old; homework assistance program in the library; provide more relaxing areas for older patrons; more online books available; business CDs for younger children to teach money saving; have more Chinese books and CDs
28. B: need to be more current with technology; flexible for assistance (checkout, reference), accessible for longer periods; appropriate for the community (high tech – patent office,

- multilingual, multicultural); services should be user friendly and learnable; for future, basically the same, but flexible enough to change with technology changes and expansion
29. B: more internet access, using wireless or patron's computer; no line for checkout; more efficient catalog to help find items quicker; more desks or tables for patrons; access to University or college libraries; catalog for books in foreign languages
 30. B: greeter table with signage; information on new books, location of areas in library; public transportation to the library; computer access to all volumes without waiting; lounge/coffee/snacks; wifi; many program and classes – poetry, current events, writing workshops, travel, etc.); talking areas; teen areas with food; quiet areas for research; green building – solar, materials, heating system; foundation to support the library; protect people from the Patriot Act
 31. B: lines at the circulation desk are too long at times – need more clerks and more self checkouts; need more reference librarians at the desk; wireless needs to be available today, for free; larger children's room; cleaner bathrooms; future need coffee shop/snack shop; more programs featuring upcoming authors/artists/musicians, making the library a more cultural setting
 32. C: multi-branch library with near-instantaneous access of materials from other branches and easy return at any branch; partnering with universities; software loans – downloadable movies/music/downloadable books/magazines; increase use of para-professionals under librarians direction
 33. C: provide for kids education and future generation and daycare education
 34. C: moving floor to take to you to each section; online checkout/delivery features and a more intuitive searching mechanism; library open 24 hours
 35. C: well lit and have lots of glass walls to observe the outside; computers will be more modern and will more seats and maybe a café; digital media (music/movies) will be current
 36. C: each computer will have digital documents so that each book can be quickly previewed
 37. C: need robust interlibrary sharing program; referrals of experienced people; separate teen and child areas with computer security; kinesthetic learning events/areas for kids – puppet shows, movies, re-enactments; history of checked out books per patron; friends area inside the library; reading patio or reading group garden; getting books out into the community; bookmobiles; kiosks; book alerts sent to cell phones; wireless access; connection between community service needs and books we're discarding; matching of reading needs and volunteers, i.e. reading to sick, infirm; tutor network
 38. C: friends of the library – collecting, storing, sorting, selling on site; larger sale area for fundraising sales; easy map of floor plan sections; greater emphasis on recycling books into community donations
 39. C: attractive building in central location; attentive staff; extended hours; computer instruction; self-check out on all materials; accommodation for small groups; branch libraries; home style atmosphere
 40. C: attractive building; friendly helpful staff; availability to focus; self checkout that works smoothly for all materials; small group rooms for discussion; fireplace – comfortable seating; coffee place; small enough to remain friendly and personal; separate teen area
 41. C: well laid out, so will know where to go to find what I want; perhaps a map near entry; expect rows of computers in each main area for research or log on to intranet for searching; comfortable, inviting places to sit, and tables for spreading out to work on research; programs catering to all ages available every week; information about programs easy to find (central location with brochures and email sign-up capacity and notification of future events); children's programs with entertainers so associate library with fun; rewards for kids who read a lot
 42. C: want warmth, not all glass and steel; windows that look at greenery, not traffic; more space between stacks/shelves; short stacks – can't reach tall ones; entry should be attractive with seats, not near checkout area
 43. C: more self checkouts; place of quiet contemplation; computer assistance at computers and computerized catalog on the floor at all times; enclosed teen space; acoustically separate video/DVD/CD collection and checkout/reference desk from rest of space
 44. C: children's room with computers for different ages; Reader Rabbit?; displays to appeal to kids; listening area; busy, active place; contact nearby schools for syllabi and aim collection/stacks/databases to accomplish objectives; seek more grants for funding

45. C: please - air conditioners should be disinfected from air transmitted diseases; LEPRO is awfully dense
46. C: movie club, photo club; more food; electronic book lists; more new books; speed reading courses; high speed internet access; add headphones and sound cards to computers; more computers and allow more time on them; keep library open all night; better air quality; “library will be our almost last bastion of intellectual survival in commercial fascism”; library has a lot of benefit for nearby businesses; teach people how to search for materials; bring up the culture of reading; invite more famous intellectuals to speak; building should be a gathering place, so need to make sure it is inspected and sanitized for disinfection; “in ten years, we’ll suffocate here – need 2nd floor minimum”
47. C: no lines (ample resources for everybody, expand staff as well as facilities); still have room for more shelving expansion rather than going through this same process again; haven’t copied all others by offering food service
48. C: spacious lobby, lots of checkout stations, large lounge/café, big fish tank, elevator/escalator – no stairs, need help – talk to a computer instead of typing, visual map of where books are located in addition to area designation; children’s area should be colorful, stuffed animals, lots of cushiony chairs, round tables to do homework (legs in middle so lots of chairs can be pulled up), low bookshelves to reach, couches so mommy and daddy can sit next to me and read to me; teen area, lots of computers on wireless network, game area to play Xbox, big screen TV, Nintendo DS, computer games, small rooms to do group projects/study groups; adult area, quiet work/reading place, small rooms to do tutoring/meetings with adjustable walls that collapse in case you need a larger room; bathrooms in more than one location; drive thru book/media return area; window facing the sun automatically adjust to block out the heat and light

IV. Conclusion

- A. Feedback on the Session
 1. The food was good
 2. Event was well advertised, but need to go to more places to advertise that are events for the community
 3. Need to post a summary of what went on this evening – synopsis of the points
 4. Question - is Sam going to conduct the next meeting – will build a rapport
 5. Will there be discussion among small groups in the community? This will occur during the focus groups and key informants
 6. The attendance was not felt to be a good cross-section; ABA requested help with outreach
 7. Would have liked more time for the exercise
 8. Some felt there was plenty of time – two hours is a long time to attend
 9. What is the charter that ABA was given? Is this going to be the same as the previous efforts?
 - a) We’re going to work with the Core Team and the City Council
 10. Do we have any call to come into the spaces to see what really happens – a ‘mystery shopper’?
 - a) Library leadership level is really ready to hear what needs to be heard – they will respond with the information that is given
 11. There was a lot of repetition in the responses
 12. Concepts on the screen don’t capture the information – need to ask more questions
 13. What is the time frame?
 - a) Through the end of this year to complete the plan of service and program effort – this is an aggressive pace – months rather than years for the study and then looking at the options for the first half of next year
 14. Who are the people that need to be heard from? Sam encouraged people to attend focus groups and other options for input or to give input directly to the librarian community